

Fraud Tipline

See Also: [Frequently Asked Questions](#)

Toll-free telephone number: (877) 442-0834
Web-based access: <https://www.reportlineweb.com/CityRockvilleMD>
E-mail address: reportline@tnwinc.com

The City has established an independent toll-free hotline, using a third-party contractor to confidentially take calls from City employees. The hotline began operating on Friday, April 25, 2008. The hotline is available on a 24-hour basis, seven days a week and has the capacity to receive complaints in more than 150 languages.

Purpose: The City is committed to maintaining an ethical work environment and the tipline will enhance the City's commitment by allowing the City to receive information confidentially from employees. Our responsibility is to receive and evaluate your concerns regarding fraud, waste, and abuse, and if necessary, conduct an investigation. We report our conclusions to management for a decision on any corrective action.

We define fraud, waste and abuse as follows:

Fraud

A dishonest and intentional course of action that results in obtaining money, property or an advantage to which the individual committing the action would not normally be entitled.

Waste

The needless, careless or extravagant expenditure of City funds, incurring of unnecessary expenses or misuse of City resources or property.

Abuse

The intentionally wrongful or improper use of City resources that can include the excessive or improper use of one's position, in a manner contrary to its rightful or legally intended use.

When reporting information, be prepared to provide the following:

- The person(s) involved and title(s)
- When the incident occurred
- Where, how, how long, and how often
- How the caller knows
- Is there documentation
- Others who have knowledge
- Any steps already taken

| Activities That Should Be Reported Via the Hotline | Issues That Should Not Be Reported Via the Hotline |
|---|---|
| Theft or Fraud | Day-to-day management issues |
| Misuse of City Property | Issues normally handled by the grievance process |
| Fraudulent travel or other reimbursement claims | Employee benefits and compensation questions and concerns |
| Abuse of authority | EEO complaints |
| Creating or ignoring safety hazards | |

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| Whistleblower reprisal | |
| Threats or violence | |

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